

Relay Texas June 2001 - May 2002

	OFFINIOF COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#00	SERVICE COMPLAINTS Answer Wait Time		1		4	1	1							7	3%
#00	Dial Out Time	1	1	1	4	1	1					1		7	2%
#01	Didn't Follow Database Inst.	- 1	1	3			2					1		6	2%
		8	11	6	5	10	5	1			3	1	1	51	19%
#03 #04	Didn't Follow Cust. Instruct. Didn't Keep Customer Informed	2	- ''	0	3	3	1	1			2	2	-	14	5%
#04	Agent Disconnected Caller	3	3	4	2	2	4	3	5	4	5	3	3	41	15%
#05	-	1	3	2			4	3	5	4	5	2	3	5	2%
	Poor Spelling		1		1		2		2	2		3		11	4%
#07 #08	Typing Speed/Accuracy Poor Voice Tone	1	1		- '	1			1			1		5	2%
		1	1	1		1			1	2		1		5	2%
#09	Everything Relayed		1	1					1						0%
#10	HCO Procedures Not Followed										_			0	
#11	VCO Procedures Not Followed	2				1			3	1	2			9	3%
#12	Two-Line VCO Procedure Not F													0	0%
#13	Background Noise Not Typed													0	0%
	Feelings Not Described				1									1	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center	1			1									2	1%
#17	Agent Was Rude	6	7	12	5	4	5	2	2	1	4	2	2	52	20%
#18	Problem Answer Machine		2	2		1				1				6	2%
#19	Spanish Service			1		1							1	3	1%
#20	Speech to Speech													0	0%
#21	Other Service Type	6	5	6	4	4	4	1		2	5		6	43	16%
	TOTAL	31	33	38	26	28	25	8	14	13	21	15	13	265	
1100	TECHNICAL COMPLAINTS														=0/
#22	Lost Branding		1					1	1					3 0	7%
#23 #24	Charged for Local Call Trouble Linking Up	2				1		1	1		2	1		14	0% 34%
#24 #25	Line Disconnected		6						1 1			1 1			
#26	Line Disconnected					1									00/
	Carbled Message					1						·	2	0	0%
#27	Garbled Message							'	2				2	0 4	10%
#27 #28	Database Not Available			1		1		-					2	0 4 1	10% 2%
#28	Database Not Available Split Screen	1	2	1 5	2	1	3			1			2	0 4 1 1	10% 2% 2%
	Database Not Available Split Screen Other Technical Type	1 3	2	5	2	1 3	3	1	2	1				0 4 1 1 18	10% 2%
#28	Database Not Available Split Screen	1 3	2 9		2 2	1	3 3			1 1	2	1	2	0 4 1 1	10% 2% 2%
#28	Database Not Available Split Screen Other Technical Type			5		1 3		1	2					0 4 1 1 18	10% 2% 2%
#28	Database Not Available Split Screen Other Technical Type			5		1 3		1	2					0 4 1 1 18	10% 2% 2%
#28	Database Not Available Split Screen Other Technical Type			5		1 3		1	2					0 4 1 1 18	10% 2% 2%
#28	Database Not Available Split Screen Other Technical Type TOTAL			5		1 3		1	2					0 4 1 1 18	10% 2% 2%
#28 #29 #30	Database Not Available Split Screen Other Technical Type TOTAL MISC COMPLAINTS			5		1 3		1	2					0 4 1 1 18 41	10% 2% 2% 44%
#28 #29 #30	Database Not Available Split Screen Other Technical Type TOTAL MISC COMPLAINTS Rates			5		1 3		1	2					0 4 1 1 18 41	10% 2% 2% 44%
#28 #29 #30 #31	Database Not Available Split Screen Other Technical Type TOTAL MISC COMPLAINTS Rates OSD			5		1 3		1	2					0 4 1 1 18 41	10% 2% 2% 44% 0%
#28 #29 #30 #31 #32	Database Not Available Split Screen Other Technical Type TOTAL MISC COMPLAINTS Rates OSD 900 Number Access	3		5 6		1 3 5		1 3	4					0 4 1 1 18 41	10% 2% 2% 44% 0% 0% 7%
#28 #29 #30 #31 #32 #33	Database Not Available Split Screen Other Technical Type TOTAL MISC COMPLAINTS Rates OSD 900 Number Access Carrier of Choice	1 2		5		1 3 5 5		1 3	4	1				0 4 1 1 18 41	10% 2% 2% 44% 0% 7% 14%
#28 #29 #30 #31 #32 #33 #34	Database Not Available Split Screen Other Technical Type TOTAL MISC COMPLAINTS Rates OSD 900 Number Access Carrier of Choice Network Recording	1	9	5 6		1 3 5		1 3	4	1	2	1		0 4 1 1 18 41	10% 2% 2% 44% 0% 0% 7% 14% 21%
#28 #29 #30 #31 #32 #33 #34	Database Not Available Split Screen Other Technical Type TOTAL MISC COMPLAINTS Rates OSD 900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type	1 2	9	1	2	1 3 5 5	3	1 3	4	1	2	1	2	0 4 1 1 18 41 0 0 0 1 1 2 3 8	10% 2% 2% 44% 0% 0% 7% 14% 21%
#28 #29 #30 #31 #32 #33 #34	Database Not Available Split Screen Other Technical Type TOTAL MISC COMPLAINTS Rates OSD 900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type	1 2 3	1 1	1 2 3	0	1 3 5 5	0	1 1 1	1	1 1	1 1	1 1 1	0	0 4 1 1 18 41 0 0 0 1 2 3 8 14	10% 2% 2% 44% 0% 0% 7% 14% 21%
#28 #29 #30 #31 #32 #33 #34	Database Not Available Split Screen Other Technical Type TOTAL MISC COMPLAINTS Rates OSD 900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type	1 2	9	1	2	1 3 5 5	3	1 3	4	1	2	1	2	0 4 1 1 18 41 0 0 0 1 1 2 3 8	10% 2% 2% 44% 0% 0% 7% 14% 21%